

Longmeadow Adult Center

Policies, Procedures & Code of Conduct



The Longmeadow Adult Center
211 Maple Road
Longmeadow, MA 01106
413-565-4150
www.longmeadow.org/adultcenter

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Welcome to the Longmeadow Adult Center!

The Longmeadow Adult Center aims to support the independence and dignity of people 55 and over, through services and activities, offered within a supportive community that promotes health, fitness, learning, fun, and cultural enhancement. In addition, we also provide essential services, benefits, and programs.

The Adult Center Staff, volunteers, and members are expected to maintain high standards of respect, dignity, professionalism, kindness and courtesy at all times. In order to ensure positive interactions and to protect public health and safety, it is requested that all members adhere to the guidelines outlined in this document.

Mission Statement

The Longmeadow Adult Center is dedicated to providing a high standard of diverse programming opportunities which support the social, educational, recreational, mental, and physical well-being of the senior population. Through outreach, advocacy and volunteer services, we provide resources and guidance to empower individuals to fulfill their own needs and enhance their quality of life. We are committed to offering a welcoming environment that fosters genuine feelings of dignity, independence, and belonging.

Please note this guidebook does not contain a comprehensive listing of all policies and procedures. The administration reserves the right to institute new and revised policies and procedures, without notice, as well as use discretion with enforcement of such. This guidebook only highlights the Adult Center's practices for your personal reference and cannot, therefore, be construed as a legal document.

Contact Us

Main Number 413-565-4150

Director 413-588-5007

Assistant Director 413-565-4150 ext. 1406

Outreach/Volunteer Coordinator 413-565-4150 ext. 1405

Hours of Operation

The Longmeadow Adult Center is open to participants, age 55+ from 8am – 8pm, Monday through Friday and Saturdays, 9am – 1pm.

Open to all ages from 4pm-8pm, Monday through Friday and Saturdays.

Under age 18 must be accompanied by an adult at all times.

Closures for Holidays - *The Adult Center closes for the following holidays:*

New Year's Day

Martin Luther King Jr. Day

Presidents Day

Patriots Day

Memorial Day

Juneteenth

Independence Day

Labor Day

Columbus Day/Indigenous Peoples' Day

Veterans Day

Thanksgiving

Day after Thanksgiving

Christmas

If the holiday should fall on a Saturday, the holiday will be observed on the preceding Friday. If the holiday should fall on a Sunday, the holiday will be observed the following Monday.

Inclement Weather Policy

Closures, cancellations, and delays are broadcast on Channels 22 and 40, and announced via our website at www.longmeadow.org/adultcenter, Constant Contact to subscribers, and on Facebook.

The Adult Center follows the Town of Longmeadow procedures as a guide to closures. Should the Town of Longmeadow close all Town offices, the Adult Center will close for the day and Meals on Wheels will be cancelled. If the Town of Longmeadow announces a delay, the Adult Center will also have a delayed opening but Meals on Wheels will remain on schedule. Any missed programs/classes may be cancelled or rescheduled based on instructor discretion and participating members will be notified.

Eligibility and Participation

The Adult Center is accessible to those with disabilities. To ensure the health and safety of all attendees, the Director reserves the right to assess the ability of potential members to safely and appropriately use the Adult Center. Members must be independent and oriented. Adult Center staff members are not allowed to provide hands-on assistance.

At the discretion of the Adult Center Director, a member may be required to have a home health aide, companion, escort or family member accompany them for his/her participation in Center activities or utilization of bus transportation services.

Gymnasium Use

Various age groups may participate in community-based evening and/or weekend gymnasium programs. The Adult Center gymnasium schedule is posted at: www.longmeadow.org/adultcentergym

Residency Requirements

There are no resident requirements or restrictions to use the Center, however, residents of Longmeadow will receive priority on early registration opportunities and certain discounted program fees.

Health Requirements

Members must exhibit independence and ability for self-care. Mental disorientation or physical disabilities requiring individual care cannot be accommodated unless an aide or assistant is provided by the member. The Adult Center Director will exercise discretionary judgment as to the Center's ability to accommodate any individual. The Center reserves the right to decline services to individuals should the staff and/or facilities be inadequate for their needs. In such cases, the Adult Center Director and the Outreach Coordinator will suggest appropriate resources to caregivers. A family member, home health aide, companion or assistant must accompany a disabled older adult as a caretaker. Family members or assistants acting as companions must incur all self-costs as related to the programs/activities utilized by the disabled older adult.

Communications

The Voice: It is a monthly, printed newsletter with information on upcoming events and items of interest to seniors that is mailed to Town residents (55+) who wish to receive it. It is also available online on the Town's website, www.longmeadow.org/adultcenter. The newsletter is sponsored by The Friends of Longmeadow Older Citizens Association or FOLOCA- see page 15.

Constant Contact: Should updates or changes occur to the monthly planning, you can expect to receive an email from the Assistant Director. Please note that these emails may be blocked by spam filter, so be sure to check spam.

Social Media: Announcements and opportunities are on our Facebook Page. Please “like” us and follow us. You can search Longmeadow Adult Center on Facebook or go to www.facebook.com/longmeadowseniors

Press releases: Press releases are included in The Reminder which is distributed on Thursdays to those who subscribe. All press releases must be approved by The Adult Center Assistant Director.

ROBO CALLS to members, groups and clubs are sent periodically through our attendance database, *MySeniorCenter*. The call should be identified on Caller ID as “Longmeadow.”

Funding Structure

The Adult Center is a municipal building, owned and maintained by the Town of Longmeadow; and, as such, must comply with all the laws, rules and regulations of the Town. Additional funding for the Longmeadow Adult Center comes from federal, state and private grants secured by the department, public and private donations and by fundraising efforts.

Staff Structure

The Longmeadow Adult Center is managed by the following positions: Director of Adult Services, Assistant Director of Adult Services, Outreach and Volunteer Coordinator, Department of Adult Services Clerk, Head Cook and Kitchen Assistants. Funding is provided by the Town of Longmeadow and the Executive Office of Elder Affairs.

Membership

The Adult Center utilizes a software called *MySeniorCenter* to track attendance and program registration and does not require an annual membership fee. Members receive a scan card to sign-in for programs and events. Should a scan card get lost or stolen, please see the front desk to be assigned a new one. Upon entrance to the Center, please use your scan card and select ALL the activities you plan to participate in for the day. The information in the scan card system will not be shared.

Data collected from this system provides statistics which assists staff with program planning, accountability, as well as applying for various funding.

Registration

Registration for programs, meals, trips, and special events takes place at the Adult Center’s reception desk, by calling 413-565-4150. Fees and charges for activities are usually due on the date of registration. When we expect to reach capacity, Longmeadow residents age 55 and older take priority when space is limited. Cash, credit and checks are accepted methods of payment.

Facility Use

The Longmeadow Adult Center will be reserved for programs which benefit age 55+ only from 8am-4pm. Partnerships with groups or organizations wishing to provide programming will be considered on a case-by-case basis, after 4pm Any group or instructor providing programming, where an entrance fee is charged, will be asked to contribute a percentage as determined by the Director/Assistant Director. See Building Rental Policy Handout.

Facility Rentals

All persons or organizations interested in renting the Longmeadow Adult Center space must complete a Building Use Application no less than 30 days prior to their event date.

Rental Categories

Rental availability and cost will be determined by the user category assigned by the Director/Assistant Director and in the following priority:

- A.) Use by (1) the municipality or (2) by local groups and local non-profit organizations for programs are solely for the benefit of Longmeadow seniors. Non-commercial purposes only AND no entrance fee or membership fees may be charged.
- B.) Use by non-profit tax-exempt organizations in Longmeadow or local groups whose membership is composed primarily of Longmeadow residents. Non-commercial purposes only.
- C.) Use by any other non-profit organizations or groups outside of Longmeadow must be for non-commercial purposes only. Verification of 501C (3) status may be required at the time of application.*
- D.) All other uses including private and for-profit entities. *

***Category C and D: Users are required to furnish proof of a suitable liability insurance policy covering any and all claims. Such insurance shall provide for minimum claim coverage of one million dollars (\$1,000,000.00) per event.**

****Category B, C, and D: Users are required to pay an hourly Custodial Fee M-F and an hourly Overtime Custodial Fee on Saturdays, in addition to the hourly rental fee. Custodial fee is determined by the Longmeadow Department of Public Works and is subject to change.**

Equipment

Equipment in public areas (such as room dividers, multi-media system, sound system, microphone, TV/DVD, screen, overhead projector, etc.) may be used once prior

permission has been obtained from the Assistant Director and proper instruction on use has been provided.

All members and groups using the Adult Center will be responsible for maintaining a clean environment and each person is to clean up after themselves in general, public areas and restrooms. Any spillage, damage or potential hazard is to be reported to the reception desk.

Parking

The Longmeadow Adult Center is not responsible for vehicles in the parking lot. Parking is not permitted in fire lanes or in unmarked spaces. If a member's vehicle needs to be left in the parking lot after business hours, the Adult Center Director must be notified.

COA Board Membership

The Longmeadow Council on Aging (COA) Board of Directors is an advisory board to the Director of Adult Services. The COA shall consist of 15 members, but no less than 8, appointed by the Select Board and sworn in by the Town Clerk. Terms of appointment shall be for three (3) years or until a successor has been appointed and confirmed. Members are eligible for reappointment. Board members shall be residents of the Town and shall be knowledgeable and experienced in the provision of senior services for older adults. COA Board Officers include: Chair, Vice Chair, Secretary and are elected each year. According to the by-laws, the Chair can only serve for two years. There is not a limit stated on how many successive years the Vice Chair and Secretary can serve.

The COA Board meetings are held on the 3rd Thursday of each month at 9:30 am at the Adult Center and the minutes are posted on the town website. The Board follows the open meeting law.

Outreach Services

The Outreach Coordinator is responsible to assist residents of Longmeadow who are isolated, frail and are seniors in need of supportive services. The goal of these services is to assist seniors so they may remain safely in their own homes. The Outreach Coordinator can also provide information and referral in areas such as: legal issues, social security benefits, food security, housing, medical and fuel assistance. The Outreach Coordinator is a full-time employee of the Town of Longmeadow and can be reached Monday – Friday, 8 a.m. – 4 p.m., 413-565-4150, Option 2.

SHINE (Service Health Insurance Needs of Everyone)

We have a SHINE volunteer that takes appointments on Mondays to assist seniors with health insurance questions including reviewing present coverage and answering questions concerning Medicare, Medicaid, Medigap and other private insurances. The volunteer counselors are trained and certified by the Massachusetts Executive Office of Elder Affairs. Appointments are required and can be scheduled by contacting the Adult Center.

AARP Tax Aides (Income Tax preparation service)

AARP Tax Aide volunteers are at the Adult Center on Mondays and Wednesdays by appointment during tax season to prepare ordinary Federal and Massachusetts returns.

Senior and Veteran Tax Work-Off Program

The Senior Citizen Tax Work-Off Program is open to senior citizens (60 years of age and older) or Veterans (any age) who own property and pay real estate taxes to the Town of Longmeadow. Participants will be expected to complete 125 hours of service in the calendar year. A \$1,500 property tax credit will be applied to the participant's real estate tax bill in the following fiscal year. Applications are due by the second Friday in December. Call 413-565-4150 for further information.

Health Services

The Longmeadow Adult Center has a Board of Health (BOH) Nurse available by appointment hours. The BOH Nurse is responsible for clinic screening programs, related blood pressure checks, blood sugar checks and vaccine clinics. 413-565-4154.

Fitness Areas

The Fitness Center is equipped with cardio equipment, weight machines, free weights, core conditioning equipment and a stretch area. Many pieces of equipment are wheelchair accessible.

Activities will be scheduled to take place in the gymnasium, including Pickle Ball, Basketball and many more. **Participants must agree to the usage agreements located in the Adult Center, attend an orientation and sign a waiver prior to use of any fitness equipment.** The Fitness Center is intended for ages 55+ unless an exception is granted by the Adult Center Director.

Congregate Meal Program

The Longmeadow Adult Center provides lunch on site Monday through Friday (excluding State and Federal holidays). This program is available to people aged 60 and above. Additionally, the program is open to people with a dementia diagnosis, those who are disabled and their spouses, regardless of age. Suggested donation* is \$3.00 per meal.

The meal consists of a main dish, side dish, dessert, water, tea, juice or coffee. A volunteer will deliver the diner's meal to their table and clear the meal as needed.

**The Nutrition Program is partially funded by a grant from Greater Springfield Senior Services.*

The menu is available in the Voice Newsletter. **Reservations must be made 24 hours in advance.**

Meals may not be available due to inclement weather and will not be available on holidays or when the Adult Center is closed.

Meals on Wheels Program (MOW)

The Adult Center operates a Home Delivered Meal program for Town residents who are unable to participate in the Congregate Dining Program. MOW are available Monday through Friday (excluding State and Federal holidays). Meals are delivered between 11:00 am and 1:00 pm. The cost is a suggested donation* of \$3.00 per meal with an invoice being sent to the member at the beginning of each month noting the number of meals received the month prior. In order to receive home delivered meals, a referral to the program and an assessment by the Outreach Coordinator must be completed. Weekend meals are available through a community volunteer program called “Food for the Souls”, please ask for details.

**The Nutrition Program is partially funded by a grant from Greater Springfield Senior Services*

Transportation Services

Transportation services are available through Tri-Town-Trolley (413-525-5412). Our Tri-Town Trolley runs each weekday, servicing the towns of East Longmeadow, Hampden and Longmeadow. The service transports residents from these three towns to appointments in East Longmeadow, Hampden, Longmeadow, Ludlow, Springfield and West Springfield as our schedule permits. The trolley runs between 9:00 am and 3:00 pm. Monday through Friday. The cost is \$1 each way for in-town transportation and \$2 each way for out-of-town transportation, rates are subject to change. For booking any transportation a 48-72 hour notification is required. When booking appointments, please have the complete address and phone number of your destination. For medical appointments, we recommend calling as soon as your appointment is scheduled. It is the policy of the Longmeadow Adult Center that staff cannot provide transportation to Adult Center patrons, and/or advocacy clients.

Trips

Adult Center Van: We are fortunate to have a 15-passenger van and employed driver for Adult Center trips. Trips are organized by the Assistant Director and costs vary.

Outside companies: For larger bus trips, we often collaborate with outside travel companies such as Tours of Distinctions and Landmark Tours and Cruises.

Trip Policies

1. Day trips must be paid in full for each reservation.

2. When signing up for a trip, please inform the office if you have special needs including wheelchair use, in addition to the name of the person who will assist you. The person assisting will also be charged for the trip.
3. Eating and drinking on the van/bus is not permitted without consent of the driver.
4. A seatbelt, when available, must be utilized when the vehicle is in operation.
5. Abide by the instructions of the driver and/or other staff. Any behavior that is determined by staff to be disruptive, distracting, or dangerous to passengers and/or the safe operation of the vehicle may result in immediate suspension or termination of riding privileges.
6. Trips are open to any registered member of the Adult Center. Unregistered members must complete and submit a registration form prior to making trip reservations.
7. While on any trip, members will abide by the information and instructions provided by staff. Failure to meet at appointed locations and/or departure times, observe safety practices or other instructions could result in suspension from participation.
8. Trip and information and description, will be included in the announcement and individuals must determine their ability to participate.
9. In order that Adult Center members have access to the building, please leave your vehicle in the parking lot farthest from the building.

Please be prompt as the bus will leave at the scheduled departure time and will not wait for late arrivals. The same should be noted on the return as the bus will depart at the scheduled time. The Longmeadow Adult Center reserves the right to cancel a trip at any time without reason. The driver is not responsible for behavior while in transit or at the trip destination. A seatbelt must be worn at all times in the van. Travelers must be capable independent travelers, or have a travel companion. Traveler must alert staff of any medical conditions that should prevent travel. Failure to comply with the above may result in suspension from future trips.

Support Groups

Various support groups have been held at the Adult Center with the purpose of providing support, encouragement and strength to their members. These meetings are open to all older adults and the general public unless otherwise noted. The Outreach Coordinator can refer you to specific support groups held at the Adult Center, in Town or in surrounding towns.

Volunteering

The Adult Center's incredible volunteers are of the utmost importance to our operation. All volunteers must fill out a Volunteer Application, CORI form, Privacy & Confidentiality form and meet with the Outreach Coordinator for an interview for volunteer placement. The volunteer forms can be obtained from the office staff or from the Town's website at www.longmeadow.org/adultcenter. Volunteers are to keep accurate accounting of, and log all hours by utilizing our sign in kiosk located at the

reception desk. Volunteer positions are created and filled by our Outreach Coordinator. Volunteer opportunities include, but not limited to: Board of Directors membership, volunteer program instructors, volunteer kitchen servers, food pantry assistants, Meals on Wheels drivers, administrative assistants, and café assistants. Additional positions are identified and filled as needed. Should you wish to explore volunteer opportunities, please contact the Outreach Coordinator at 413-565-4150, Option 2.

Insurance: Volunteer negligence is covered, but the Longmeadow Adult Center carries no personal liability or injury insurance coverage. If volunteers use personal vehicles or a Longmeadow Adult Center vehicle, they must carry their own insurance and it would be the primary coverage should an accident occur.

Criminal Offender Record Information (CORI) Policy

The Adult Center follows the Town of Longmeadow CORI policy for prospective and current employees, volunteers and interns. CORI checks are part of a general background check required for employment, volunteer, internship work or licensing purposes. The Longmeadow Adult Center performs a CORI check upon the start of a volunteer assignment and again after every three (3) years. A copy of your driver's license is required to complete the CORI process.

Incident Reporting

If a senior becomes aware of a situation that may endanger the health and safety of seniors, volunteers, or other persons, they must notify the COA staff immediately. Within 24 hours of a reportable incident, volunteers and/or staff should complete and sign an Incident Report and submit it to the Adult Center Director. The Adult Center Director will determine what, if any, follow up is needed in accordance with the Council on Aging's protocol. Types of reportable incidents might include injury, illness or harassment.

Prohibition of Discrimination

The Longmeadow Adult Center does not discriminate on the basis of race, color, national origin, proficiency in English, sex, gender identity, sexual orientation, age, political affiliation, religion or on the basis of disability, under state and federal laws.

The Adult Center is designed to meet the needs of seniors and individuals with qualifying disabilities and medical conditions. If individuals request special accommodations to access or participate in Adult Center activities and programs, requests should be submitted to the Director or Assistant Director. Requests will be reviewed and reasonable accommodations will be discussed to allow qualified persons with a disability to participant to the greatest extent possible.

Veterans Services

The Town of Longmeadow's Department of Veterans' Services is located in the Adult Center. The primary duty of the Veterans' Service Officer (VSO) is to furnish information, advice and assistance to veterans and their dependents. The VSO can assist these individuals in obtaining employment, vocational services, educational opportunities, hospitalization, medical care, pensions and other veteran benefits to which they are or may be entitled. To connect with the VSO, please contact the Adult Center.

Lending Library

The Adult Center's lending library offers a collection of books which are available to be checked out and returned, based on the honor system.

Longmeadow Food Pantry

The Longmeadow Adult Center is currently home to the Longmeadow Food Pantry and is open to all in need. You need not be a senior to participate in this program. The Food Pantry is open by appointment only on Fridays. To make an appointment, please call the Adult Center at 413-565-4150. Monetary donations can be made on the Town website under Online Bill Pay. Food donations can be made by appointment on Mondays. We would welcome community organizations interested in holding a food drive for the pantry. For more information on food resources in Western Massachusetts, visit The Food Bank of Western Massachusetts website at: <https://www.foodbankwma.org/>

Farmer's Market Coupons

Farmer's Market Coupons are distributed in July and August. Eligibility: persons 60 years of age or older, or disabled living in senior housing where congregate nutrition services are provided. In addition, income must be lower than the income limits set each year.

Confidentiality

Confidentiality shall be maintained by staff, volunteers and providers, in compliance with all relevant laws and regulations. It is expected that all members respect the privacy of others. All staff, volunteers and board members are required to sign and adhere to the Adult Center's Privacy and Confidentiality agreement.

Donations

- The **Council on Aging** may accept donations and checks must be made out to the Town of Longmeadow (Please note Council on Aging or Adult Center in the memo line). The Adult Center Director must be contacted prior to the delivery of any unsolicited donations of property. Personal use of donated items by staff, board members, volunteers or center participants is not allowed.

- **The Friends of Longmeadow Older Citizens Association (FOLOCA)** is a A 501(c) 3 non-profit organization formed in 1980. As an independent, non-profit organization, it provides support to the Longmeadow Adult Center and may accept financial donations. Donation should be accompanied with a letter indicating the purpose for which they are made (if a specific purpose is intended) and mailed to FOLOCA President. See FOLOCA page in The Voice newsletter for more detailed information.
- **Longmeadow Adult Community Center Fund (LACCF)**
A 501(c) 3 non-profit organization formed in 2019 and is a non-profit organization for the purpose of raising funds to support critical services, capital needs and programs for seniors. You can learn more on their website: www.longmeadowadultcenterfund.org
- **Over 60 Club**
The Over 60 Club, a nonprofit organization, was established in 1964. The Over 60 Club was based at the Community House under the direction of the Parks and Recreation Department. The mission of this group was to support seniors in the community with services and socialization. Through donations, the Over 60 Club offers educational, musical and entertainment programs free of charge to seniors at the Adult Center.

Emergencies

The Adult Center staff and key volunteers are trained for emergency situations such as fires, severe weather and intruders. In the event of a medical emergency, it is our policy, that 911 be called immediately. If you are unable, please have the receptionist or a staff member call 911. In addition, the Adult Center Director (or in the Director's absence, another Adult Center employee) shall be notified immediately.

The Longmeadow Adult Center has an AED defibrillator and staff are trained and certified in its use. **Only original forms/bracelets carried on individuals specifically stating DNR orders will be honored.**

All members are requested to complete a registration form, which includes important information such as emergency contacts as stated in an earlier section of this guidebook. In the event of an emergency, the listed emergency contact(s) will be contacted on behalf of the member.

A written record of all health emergencies or injury related accidents should be filed with the Adult Center Director. Incident report forms and assistance with form completion may be obtained from Adult Center Staff and must be completed as soon after the incident as possible. Whenever possible, this form should be submitted by the person who experienced the health emergency or injury related incident.

Fire Safety

It is the policy of the Longmeadow Adult Center that, if the fire alarm signal is activated, everyone **MUST** evacuate the building. Every room in the Longmeadow Adult Center

has at one-two exit doors and emergency exit routes and are posted in the entrance to the Center. Should you discover/ or in case of a fire:

- Activate the nearest fire alarm pull station to sound the alarm or dial 911 to report the fire, giving the building address of 211 Maple Road, along with the exact location and extent of the fire.

Follow the instructions below:

- Leave the room immediately, evacuating all occupants closing the door behind you.
- Proceed to the nearest emergency exit.
- Calmly exit the building and regroup with staff and other patrons near the parking lot exit.
- Report any missing individuals from your group or possible danger to valuable materials/records to the Fire Department.
- Do not re-enter the building under any circumstances, unless directed by the Fire Department, or unless you are given the “all clear” to do so.

Personal Conduct Standards

Members of the Adult Center:

- Should provide the staff with the name and telephone number of a person to contact in case of emergency (participants must register with the reception desk upon first visit to the Center).
- Must maintain appropriate behavior; use common courtesy and respect interacting with others; show respect for the personal property of others, for building facilities; and avoid causing disturbances or disruptions. Member behavior that requires full staff attention, beyond that which is generally provided, will be addressed and action may be taken by staff as is necessary.
- Are responsible for ensuring proper personal care (hygiene, toileting, continence, cleanliness and feeding). The Adult Center is not responsible for providing assistance to participants with personal care. Appropriate dress is always required in the building.
- Must be oriented and able to access Adult Center activities independently. Members must be able to independently plan and make decisions around service requests, including but not limited to, transportation, lunches and financial transactions.
- Are responsible for their own health care (medications, special diets, medical appointments and emergency provisions). The Adult Center and the Board of Health Nurse are not responsible for providing assistance to participants with medications, calls to medical providers and other personal health and medical care.

Health and Hygiene Guidelines

Participants at the Adult Center must:

- Maintain a level of personal hygiene consistent with generally accepted standards of health and safety for themselves and others.
- Not smoke or use tobacco products and electronic smoking devices inside the Adult Center, including public areas and restrooms. Violators will be subject to disciplinary action.
- Refrain from entering the Adult Center when feeling unwell or exhibiting flu or COVID-19 symptoms, including, but not limited to, fever, chills, cough, shortness of breath, fatigue, headache, sore throat, congestion, etc. or have recently been in contact with someone who has tested positive for COVID-19.
- If masks are mandated, participants must adhere to Adult Center regulations. For additional information, contact the Board of Health Director at 413-565-4140.

Strictly Prohibited at the Longmeadow Adult Center

- Violent or inappropriate behavior, bullying, threats of violence, disturbances or disruptions as well as harassment and verbal or physical abuse directed toward members, staff, and/or volunteers is not permitted, nor tolerated. Appropriate actions will be taken towards offenders.
- Alcohol and illegal substances are not allowed in or about the Adult Center and inebriated behavior will not be tolerated. If a member is suspected of being under the influence of alcohol or drugs, staff will take appropriate action.
- No gambling is allowed, except when games involving money and chance are organized by user groups and in compliance with the relevant rules and regulations of the State Lottery Commission, *pending section 22C of Chapter 271 relative to recreational games taking place at municipal ad town adult centers in the Commonwealth.*
- The Center is a smoke-free building. In accordance with the Town of Longmeadow's regulations, smoking outside is permitted, but not less than twenty feet of the municipal building.
- No animals are allowed in the Center except for those service animals for the disabled or in the case of a program coordinated by the Assistant Director (i.e. bird show, Forest Park Traveling Zoo, etc.).
- Persons entering the Adult Center, or on Center grounds, are strictly prohibited from carrying, possessing or using any firearm or dangerous weapon.

Anyone having questions regarding these policies and procedures may bring them to the attention of the Adult Center Director or the Town Manager.

Standards of Independence

The Longmeadow Adult Center follows the Standard Guidelines for Participation in Activities as outlined in the Americans with Disabilities Act which states in part that the Department is not responsible for monitoring the activities of any individual visiting and/or participating in services or programs on or off the grounds of the Adult Center. Public accommodations are not required to offer individually prescribed devices or personal assistance in tasks such as eating, toileting or dressing.

Patrons wishing to participate in programs offered at the Adult Center are responsible for their own medical care and medication, have the ability to orient to their current surroundings, and participate in programs or activities that are appropriate for them. Patrons not meeting this criteria, either at the time of joining or who experience a change in health, are welcome at the Adult Center but must arrange for an aide or attendant to accompany them at all times. This attendant will be responsible for the safety and well-being of the patron at all times. If the aide/attendant cannot manage the patron's needs, the patron may be ineligible to participate.

Storage

Storage of personal items at the Adult Center is not permitted. This includes items that may be used for Adult Center Programs. Items for Adult Center programs must be for public use and can be removed by staff at any time. If you feel that an item may add support or enhancement to an Adult Center program, please notify the staff.

Personal Items/Lost & Found

The Longmeadow Adult Center is not responsible for the loss of any personal and/or valuable items (clothing, purses, cell phones, etc.). The Lost and Found is located at the reception desk. Items held longer than 14 days are subject to removal and are not the responsibility of the Adult Center.

Food in the Facility

Food and beverages are available for purchase in the Café and all items are to be consumed in the Café's designated area. Food and beverage brought in from outside sources and/or vendors must be consumed in the Café designated area only. No outside food and beverages are allowed to be consumed in the Dining Room. Water bottles are permissible in any room in the building. On occasion, the Adult Center sponsors events which may include food and drink; we ask that these items not be removed from the location in which they are being served. Any spills are to be reported immediately.

Catering for Groups

Federal Food Code states: "No hot or cold foods, purchased, or prepared at home are allowed to be served at the Adult Center during functions with the exception of non-perishable items". Foods may be served if prepared by a licensed vendor. Examples include: caterers, pizza and or restaurant foods. Foods prepared in the Adult Center's kitchen (which is licensed) may be served. Our full time Head Cook is ServSafe Certified, Allergen Certified and follows all Board of Health requirements for a commercial kitchen.

Medical Equipment Lending Program – To be clarified

The Longmeadow Adult Center Medial Equipment Loan Program (MELP) is a free program that will loan medical equipment out based upon request and availability. We currently partner with JGS Lifecare located at 780 Converse Street, Longmeadow. Contact JGS Lifecare for details at: 413-XXX-XXXX.

COVID-19

The Adult Center follows all current Town of Longmeadow mask and distancing guidelines, which are subject to change. For additional information, you may reach the Board of Health Director at 413-565-4140.

Complaint Process

Complaints must be submitted in writing, by completing the Complaint Form, to the Director of the Adult Center which will be reviewed and responded to within 3-5 business days. Should more information or time be needed in order to look into the matter, you will be contacted. Please provide any specific details that will aid in the investigation of your complaint, including any prior actions you have taken to address the issue and the desired outcome. Please Note: All correspondence is considered a public record under state law. Complaint forms with envelopes are available at the reception desk and can be handed in or mailed to the attention of the Director of Adult Services.

Credit Cards Payments

We have *Square*, a software system set up to take credit card payments for the Café at the front desk. The Café will collect meals tax. The fees collected for programs, trips, and congregate dining at the front desk will charge an additional 2.65% + \$.10 per transaction.

Refund/Credit Policy

Refunds will ONLY be issued for missed classes in the event of a serious medical condition. Credits will be issued when a fee-based class or program is canceled due to insufficient registration, inclement weather, instructor absence, or other unexpected absences. To request a refund, contact the Director of Adult Services.

Use of Facility Equipment

Under no circumstances is any item that is owned by the Adult Center to be removed; inclusive of furniture, equipment, plants, tools, records, supplies and any other items. The phone at the reception area is not for personal use nor will photocopies be made for public use. Photocopies will be made only for Adult Center programs and/or instructors.

Cell Phone Use Policy

For the comfort of all, we ask that all visitors and patrons:

- Please refrain from talking on your phone in the building.
- Please set your phone to vibrate so it will not disturb others when left in a locker, in the movie or during other activities.
- Please take all phone calls outdoors when possible.

Features of your phone such as texting, emails and other uses, which do not disturb others, is acceptable.

Guests/Visitors

Visitors (defined as adults age 18-54) may visit the Center to:

- View the gallery exhibit
- Tour the facility with a family/friend applying for membership
- Attend an appointment with a member of the staff or a partnering agency
- Caregivers may accompany a senior in use of their fitness membership

Conflict of Interest Policy

Staff and all volunteers of the Longmeadow Adult Center are expected to adhere to the Conflict-of-Interest Policy set by the Town and State. No staff person, board member, instructor or volunteer may participate in any action that would result in their financial benefit, nor may they solicit Adult Center patrons for any private business interests or accept for themselves, or for any member of their household or family, directly or indirectly, any money or gifts from Adult Center patrons valued at \$50 or more.

Internet Use Policy

The Adult Center has Wi-Fi available for your use. The front desk can provide the login/password information.

All participants accessing the internet while in the Adult Center are expected to abide by the Center's **Internet Use Policy** as stated below:

Proper use of the internet while at the Longmeadow Adult Center includes:

- No engaging in illegal activities
- Avoiding any activities that might damage the reputation of the Longmeadow Adult Center and the Town of Longmeadow.
- Ensuring that personal information is protected against identity theft.
- No displaying or transmitting of images, sounds or texts that may cause discomfort, anxiety, inconvenience, offense or embarrassment to others.
- No visiting pornographic or offensive websites.
- No displaying or sending pornographic, harassing, defamatory or disruptive messages, files, or images.

Consequences of failing to observe the Adult Center's Internet Use Policy may include the issuance of written or verbal warnings and involvement of the appropriate local authorities. Situations will be handled on a case-by-case basis.

Public Input

The public is welcome to attend and submit comments during the public session portion of our Council on Aging meeting.

Emergency Contacts

All members must enter an emergency contact when signing into *MySeniorCenter* and alert staff of any changes.

Mandated Reporting

By law, all staff, COA members and volunteers are mandated reporters and must report suspected abuse or neglect to Adult Protective Services. If you are being abused or suspect a peer is being abused or victimized, you may report this locally to **Greater Springfield Senior Services, Inc.** GSSSI offers 24 hr. intervention and protective interventions for those 55 and over who are being abused, neglected, self-neglected or financially exploited. You may also call the **Elder Abuse Hotline at 1-800-922-2275**. Please note: Protective Services is **not** a replacement for 911.

Solicitations/Marketing Materials

Solicitations by any person, agency or company for private gain are prohibited at the Longmeadow Adult Center. All outside business and organization marketing (flyers, brochures, etc.) must be approved by the Director before being displayed in the Adult Center. Anything not approved, will be removed.

Political Activity

Persons running for political office are allowed to visit the Adult Center; however, the following rules apply: for municipal buildings, any soliciting of signatures cannot take place in individual offices, but is allowed in areas that are considered "public forums." This standard is an area that is open for all, however, offices are not open to the public but hallways are a welcome area. Additionally, these provisions apply to a person physically collecting signatures. Such activities should be carried on in a manner to not interfere with other public business.

Nomination papers and other ballot question petitions should not be left unattended in any public building as this could be construed as using public funds to support a candidate or question.

Alcohol/Drugs/Smoking

The Longmeadow Adult Center will not serve or provide alcoholic beverages or dispense drugs on Adult Center property or in other sites rented or leased for the purpose of administering Adult Center programs. Any special events with alcohol to be served on site require a permit issued by the Town of Longmeadow. Individuals may not bring or possess alcohol or drugs, other than prescription medication, on Adult Center property. Anyone discovered with alcoholic beverages or drugs on the premises will be asked to leave and given a warning for a first offense and a second occurrence will result in suspension from the Adult Center. Should an Adult Center member or guest arrive intoxicated or under the influence of drugs, they will be required to leave the premises.

If necessary, 911 assistance may be sought. The Adult Center is a smoke-free building. In accordance with the Longmeadow town regulations, smoking outside is permitted, but not within 20 feet of the municipal building. This includes e-cigarettes.

Lockdown

A building lockdown would be engaged when members, staff and visitors need to be locked within the building for their own safety. This would occur if there is a dangerous intruder on the grounds, or in the event of a hazardous situation such as a chemical spill or fire that may make it perilous for patrons to be outside. In the unlikely event a situation calls for a lockdown, the staff of the Longmeadow Adult Center will lock all doors and windows and close blinds and curtains in the building. The staff will record the names of those members inside the building and the Director will contact the Longmeadow Police Department. Upon arrival of the police at the Adult Center and after the situation has been accessed, they will notify the Director when the threat has been averted and it is safe for patrons to re-enter the building.

Warming and Cooling Center

At the direction of the Town of Longmeadow's Office of Emergency Management, the Adult Center may be used as a designated Warming or Cooling Center during normal weekday hours: 8 a.m. – 8 p.m. and Saturdays, 9 a.m. – 1 p.m. If any adjustments need to be made to the hours, the Adult Center Director will determine.

Revisions, 3/8/2023

By Sandra MacFadyen, Jim Leyden, George Shea, Julia Moulton, Ron Johnston, Rick Paar and Candice Serafino